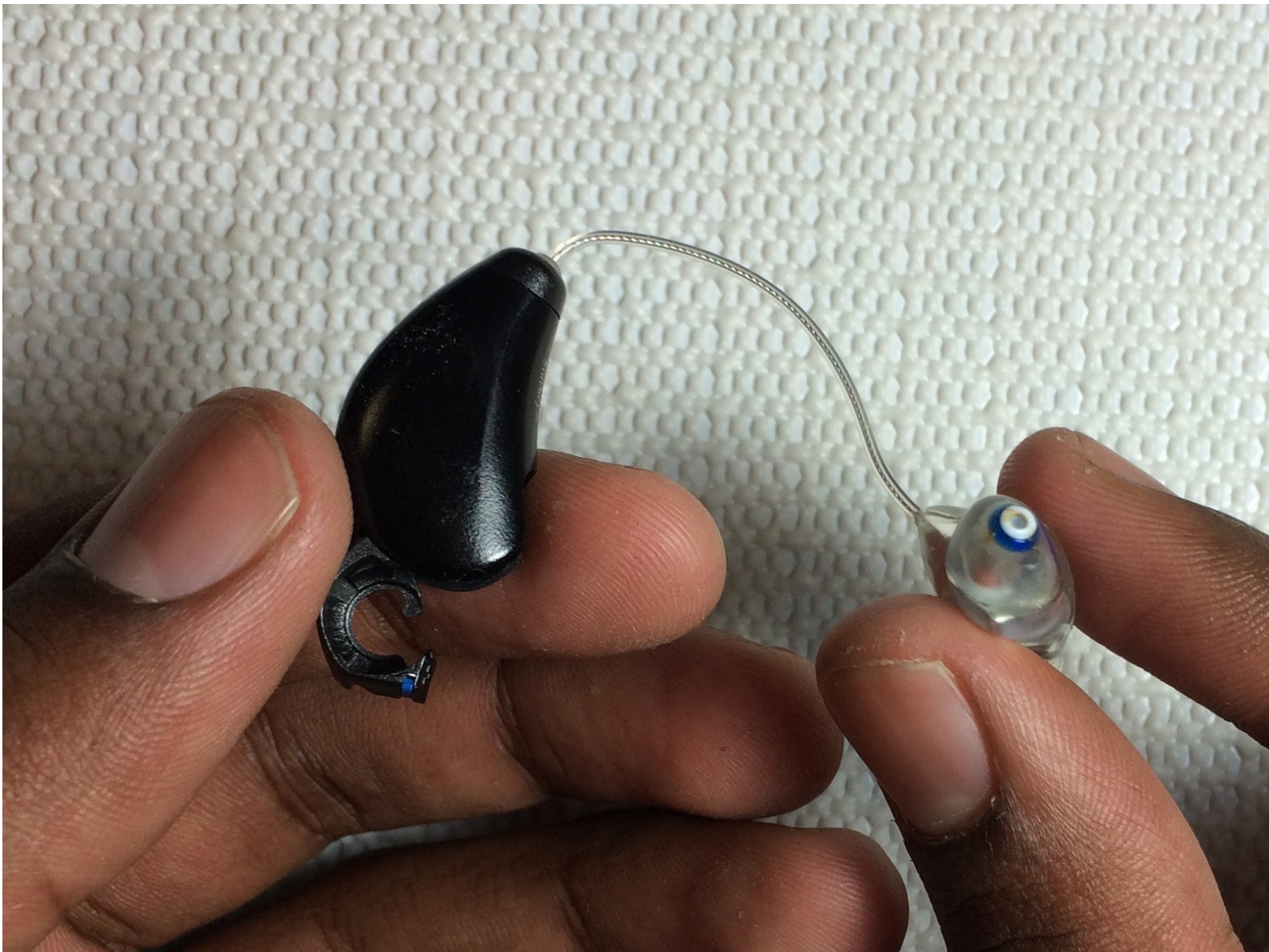




How to Remove Wax and Blockage from Starkey Halo RIC Aid Replacement

This guide will walk you through on how to remove wax, clear moisture and blockage, thus making Halo RIC Aid functional.

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INTRODUCTION

This guide requires removing the battery. Removing the battery allows no room for electrical malfunction and also makes the process of removing debris easier. If the Halo RIC hearing aid still does not function after these steps, it is advisable to check for electrical or mechanical defects in the microphones.



TOOLS:

- [Hear Clear Receiver Wax Guard](#) (1)

It should come along with the purchase of your Starkey Halo RIC Aids.

- [Small Brush](#) (1)

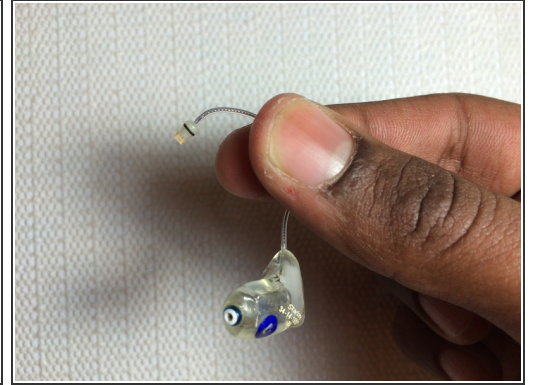
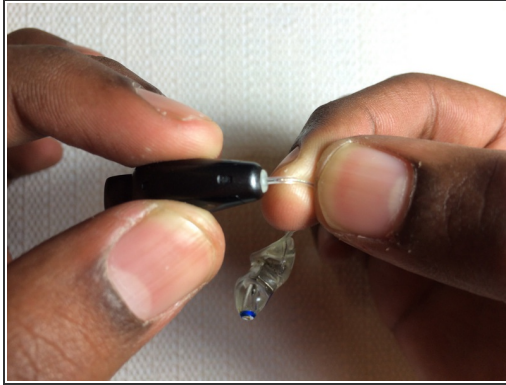
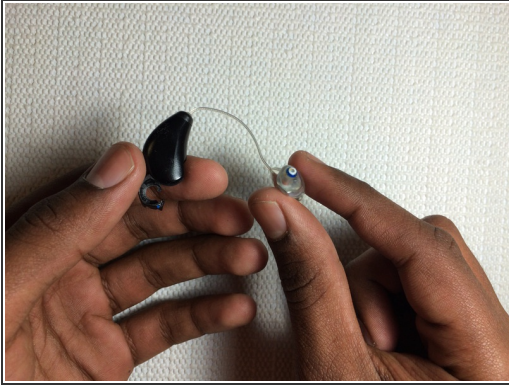
The length of the bristles can range from 1/2 inch to 1 inch.



PARTS:

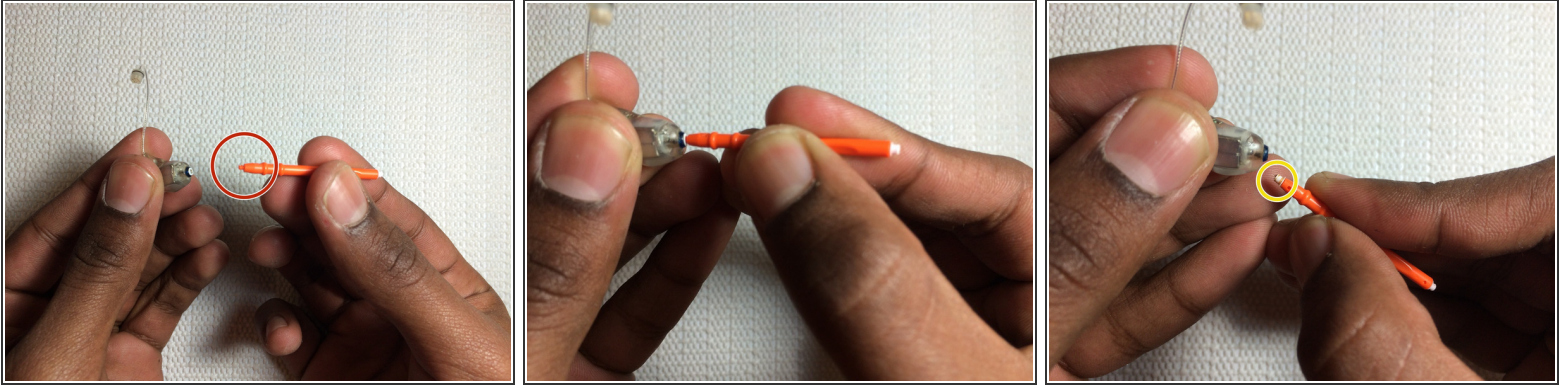
- [Starkey Halo RIC Microphone](#) (1)
- [Starkey Halo RIC Receiver](#) (1)

Step 1 — Starkey Halo RIC Aid Wax Guard



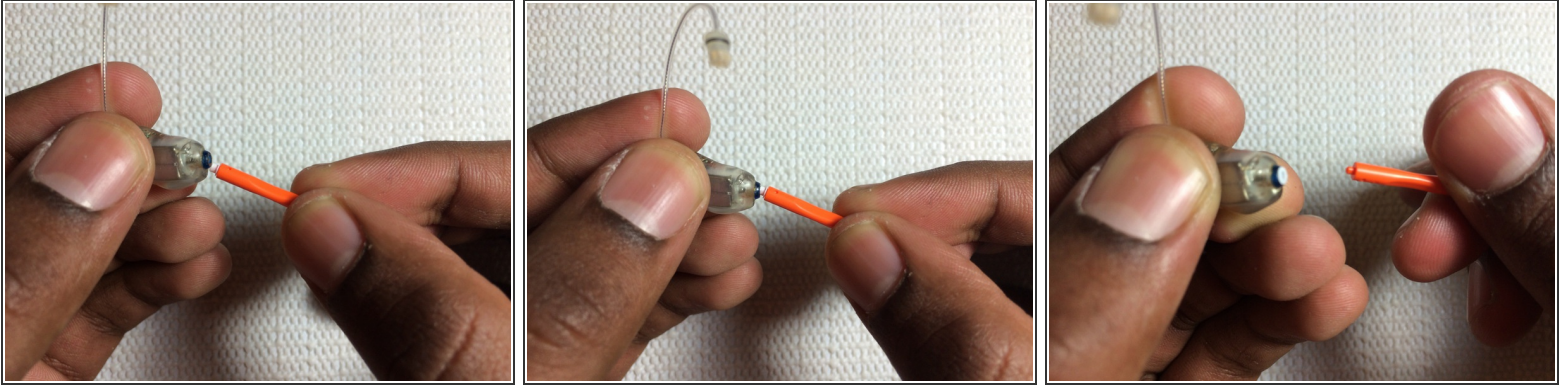
- Detach the receiver from Starkey Halo Receiver-In-Canal hearing aid.
- Place the receiver with its small hole away from the surface.
- ⓘ This is assuming that the problem lies within the receiver (wax and other blockage).
- If you know that there is no problem with the receiver and want to clean the microphone, move on to Step 4.

Step 2



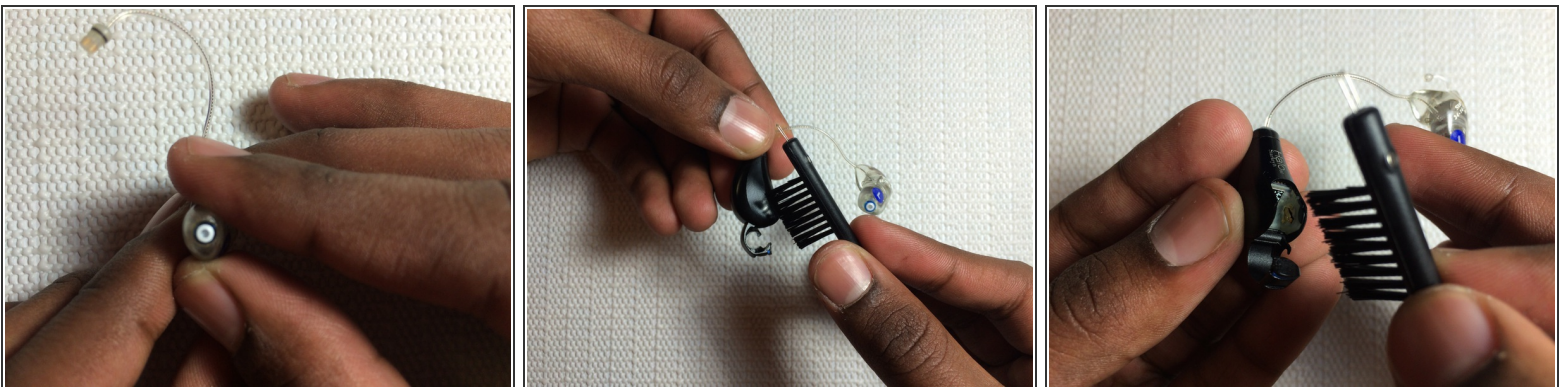
- Take the Hear Clear Receiver wax guard and carefully insert the orange end into the receiver's hole.
 - ⓘ The orange end is used to remove the old wax guard, and the white end consists of the new wax guard.
- Rotate the wax guard continuously while inserting it, so as to gain a firm grip on the old wax guard.
 - ⚠ There will be wax in the receiver that might fall out while you rotate the orange end, so make sure you perform this action with newspaper under.
- Gently pull the stick out.
 - It should have the receiver's old wax guard attached to it.

Step 3



- Rotate the stick 180 degrees with the clean wax guard facing the receiver.
 - Carefully insert the stick inside the receiver, and twist it.
 - Gently pull the stick off.
- ❗ The clean white wax guard should have latched itself onto the receiver.
- ❗ By replacing the receiver's old wax guard with a new one, you have effectively removed all wax and blockage from the receiver.

Step 4



- Carefully plug the clean receiver back into the black microphone.
 - Proceed to clean the battery holder with the small brush.
- ❗ This clears any possible debris or moisture.

To do this with your other hearing aid, follow the same steps written above. If there is no noticeable change in the RIC Receiver, it is recommended to check for electrical or mechanical defects in the microphone.

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